

Congress of the United States
Washington, DC 20515

December 12, 2019

The Honorable Mark A. Morgan
Acting Commissioner
U.S. Customs and Border Protection
1300 Pennsylvania Ave. NW
Washington, D.C. 20004

Dear Acting Commissioner Morgan:

We write to express concern over unacceptable delays in application and renewal processing for the U.S. Customs and Border Protection's (CBP) Global Entry program in Northern California.

Many of our constituents are low-risk, frequent travelers who rely on Global Entry to expedite the clearance process during air travel. Over recent months, we've received a troubling volume of complaints regarding unprecedented wait times in the Global Entry application and renewal process, particularly at the final in-person interview stage. Applicants report that they have been unable to schedule interviews after their applications are conditionally approved, with no interview dates currently available in our region in 2020, and that CBP has failed to respond to inquiries into when interviews may be available. Some of our constituents have been forced to fly to other states to complete the process, an extraordinary barrier to participation in this government program.

In response to inquiries, CBP has cited several factors contributing to wait times across the country, including high application volumes, a partial government shutdown in December 2018 and January 2019, and the deployment of additional CBP personnel to the southern border. However, CBP has also stated that San Francisco International Airport's (SFO) enrollment center backlog is not associated with agency's activities at the southern border, casting uncertainty over the precise source of delays in Northern California.

Global Entry and other identity-verification programs don't simply offer convenience for travelers, they strengthen aviation security by streamlining processing for pre-approved individuals and enabling more efficient resource allocation. Given the importance of a high-functioning Global Entry program to our constituents and to aviation security across the country, we request answers to the following questions by January 12, 2019.

1. What is the current average wait time for an in-person Global Entry interview at the SFO enrollment center? How does this compare to average wait times at this location for Fiscal Year (FY) 2017, FY2018, and FY2019?

2. According to recent CBP statements, 65 percent of Global Entry applications are processed within 15 days, while processing for 30 to 35 percent of applications exceeds 90 days. Please provide the percent of applications from Northern California that fall into each of these categories.
3. How many applications from Northern California do you receive on average each month?
4. How many of the reported 100,000-200,000 Global Entry applications processed each month are from residents of Northern California?
5. How far into 2020 is CBP currently scheduling Global Entry interviews at SFO?
6. How has staffing of the Global Entry enrollment center at SFO changed since FY 2017?
7. Why has CBP opened four enrollment centers in Southern California and only one in Northern California? Has CBP evaluated the need for additional Global Entry enrollment center locations in Northern California?
8. What is CBP doing to actively reduce the prolonged wait times in Northern California?

We appreciate your attention to this issue and look forward to working with you to reduce delays for Global Entry application processing.

Sincerely,



Jackie Speier
Member of Congress



Mark DeSaulnier
Member of Congress



Anna G. Eshoo
Member of Congress



John Garamendi
Member of Congress



Jared Huffman
Member of Congress



Barbara Lee
Member of Congress

Doris Matsui

Doris Matsui
Member of Congress

Jerry McNerney

Jerry McNerney
Member of Congress

Jimmy Panetta

Jimmy Panetta
Member of Congress

Eric Swalwell

Eric Swalwell
Member of Congress

Mike Thompson

Mike Thompson
Member of Congress